



PATENTS

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)
)
McIlwaine, et al.)
)
Serial No.: **10/602,804**)
)
Filed: **June 24, 2003**)
)
For: **Method and System for Scheduled**)
Delivery of Training to Call Center)
Agents)

INFORMATION DISCLOSURE STATEMENT

Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

Sir:

The citation of information on the attached Form PTO-1449, "List of Information Disclosed by Applicant" is made pursuant to 37 C.F.R. §§ 1.56, 1.97, and 1.98. Pursuant to § 1.98(d), copies are enclosed of only those items not disclosed in the parent application, U.S. Application No. 09/442,207.

The citation of this information does not constitute an admission of priority or that any cited item is available as a reference, or a waiver of any right the applicant may have under applicable statutes, Rules of Practice in patent cases, or otherwise.

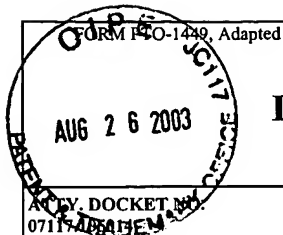
Respectfully submitted,

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404.572.4600
K&S Docket: 07117.105014
3275078 v1

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450, on August 20, 2003.

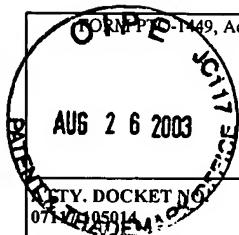
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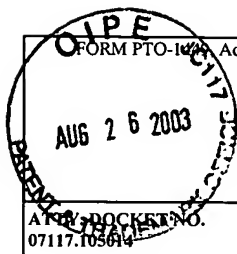
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MPEP 609, Adapted

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 June 24, 2003

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 McIlwaine et al.

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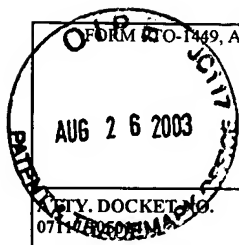
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